

## DDD Stakeholder Collective

**Purpose:** Foster open and clear communication by providing updates and facilitating a feedback loop with DDD's stakeholders

## Meeting Agreements:

- Mute microphone when not speaking
- One person talks at a time
- Be respectful of others' perspectives
- Listen to understand before providing solutions

**People:** Self-Advocates, Families/Guardians, Community Support Providers, CHOICES Case Management Providers, Family Support Coordinators, DD Council members, SD Supporting Families Community of Practice, and DDD staff

**Date:** July 21, 2021

**Time:** 3pm -4:30 pm CT

**Location:** Zoom

Agenda Item	Owner	I or D Info Decision	Desired Outcome	Come Prepared to...	Time Allotted
1. Welcome & Standing Items <ul style="list-style-type: none"> <li>• Members of the Collective</li> <li>• Review of Agenda &amp; Meeting Agreements</li> <li>• Navigating Zoom</li> <li>• Assigning Roles</li> </ul> <i>Timekeeper:</i> <i>Recorder: Tyler</i> <i>Chat Box Monitor:</i> <i>Waiting Room: Jaze Sollars</i>	Joey Younie	I	We review the purpose of the Stakeholder Collective sessions and which stakeholders are invited  We revise agenda to reflect our current priorities and engage team member through roles.	Add your name, role and which group you are representing (if applicable) to the chat box	5 mins
2. Continuum of Care Update	Joey	I	Stakeholders are updated regarding the status of these efforts		10 mins
<ul style="list-style-type: none"> <li>• At the last quarterly meeting, it was shared that the providers for regional centers have been selected, but contracts are pending. Further information is to come after contracts have been finalized and signed, including communications to stakeholders and updates to the website</li> </ul>					
3. Creating a Front Door to DD services	Julie H	I	DDD shares its vision for establishing a single point of entry for those seeking DD services in South Dakota		10 mins
<ul style="list-style-type: none"> <li>• Front Door to Supports is intended to be a "single point of entry" for those seeking DD services, with referrals made as appropriate</li> <li>• Will determine eligibility <b>prior</b> to service provision</li> <li>• Will collect feedback about services provided to participants who have recently entered DD services</li> <li>• Will improve customer service and provide robust information about available services</li> </ul>					
4. Small group discussion: <ul style="list-style-type: none"> <li>• What should DDD consider as we move forward with the vision?</li> </ul>	Julie H		Attendees have an opportunity to connect with and listen to other stakeholders' perspectives	Participate in conversation with other stakeholders in a small group	15 mins
5. Summaries from small groups	All	I	Small groups share key themes of their conversations	Designate a recorder & a reporter in each breakout "room"	10 mins

- Empathetic listening is important
- Follow-up with action is essential
- How to distribute information to individuals without certain resources (e.g. internet)?
- Modifications to the website to provide easy access to information for self-help
- Ways to overcome barriers (e.g. psychological evaluations)
- Update informational brochures
- Processing timelines need to be better defined
- How would crisis situations be handled?
- How long are individuals eligible while looking for a provider?
- How will this new process change current processes at each agency/how will it affect current positions?
- Consistency with applications and processes across CSPs would be beneficial
- How many state employees would be required to make this feasible?
- Intake specialist would need to have a thorough understanding of **all**, not just DD services
- Front Door to Supports would potentially improve efficiency/ease of navigation of services available

6. Family Support 360 waiver – preparing for 2022 renewal	Jaze	I	DDD shares information related to the renewal of the Family Support 360 waiver		10 mins
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- Renewal is due for submission to CMS on March 1, 2022
- Each waiver runs on a 5-year approval cycle, and must be renewed thereafter
- Regular updates and input will be gathered during Family Support council meetings for potential changes to the program
- A recommendation has been made to add aquatic, music, and horse therapies
- A recommendation has been made to adjust the Agency with Choice model to expand the provider pool and improve service options

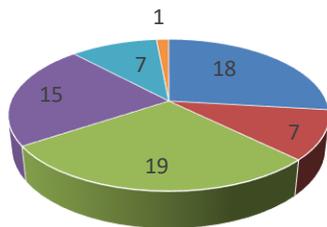
7. Small group discussion: • What should DDD consider for inclusion in Family Support 360 waiver?	Jaze		Attendees have an opportunity to connect with and listen to other stakeholders' perspectives		15 mins
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8. Summaries from small groups	All	I	Small groups share key themes of their conversations	Designate a recorder & a reporter in each breakout "room"	10 mins
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- Will therapeutic services require certification?
- Important to include FSC in development of processes and procedures
- "People don't know what they don't know" – better communication to families is vital.
- What ways can we more efficiently collect feedback/suggestions from families
- Clarification needed on planning lists
- Agency with Choice conundrum needs to be addressed as a top priority!
- How to find providers that will work with participant's with behaviors?
- Can better training be provided for providers/potential providers to help better support participants
- Better clarification about how families can provide input during and outside of FS Council meetings
- Perhaps agenda needs to be distributed earlier
- Changes in policies and procedures can cause confusion

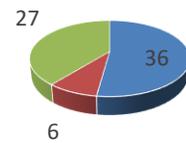
<p>9. Wrap Up:</p> <ul style="list-style-type: none"> <li>Next meeting date – <b>October 20, 2021</b></li> <li>What’s one thing you appreciated about our time together today – <i>use Chat</i></li> <li>Respond to poll questions to give feedback on today’s meeting</li> </ul>	Julie H	I	<ul style="list-style-type: none"> <li>Next meeting October 20<sup>th</sup></li> <li>Agenda will be posted on website under “Resources” tab</li> <li>Meeting notes and slides available on website.</li> </ul>	<p>Mark your calendar!</p> <p>Share one thing you appreciated about today’s meeting in the Chat</p> <p>Answer poll questions</p>	5 mins
<ul style="list-style-type: none"> <li>Really enjoyed the discussion in breakout rooms, efficient meeting.</li> <li>Thanks for this opportunity!</li> <li>I enjoyed open, honest, and respectful conversation, valuing stakeholder feedback, to move forward with productive and beneficial action and changes to Waiver supports and services.</li> <li>Great meeting! Lots of good discussion and feedback!</li> <li>Great discussion!</li> </ul>					

Participation in Stakeholder Collective



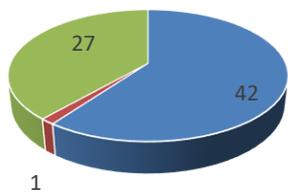
- Case Management/FS 360 Coordinator
- Other Disability Agency
- State Agency
- CHOICES or FS 360 provider
- Family Member or Guardian
- Self-Advocate/Person with a Disability

Clearly Communicated Purpose



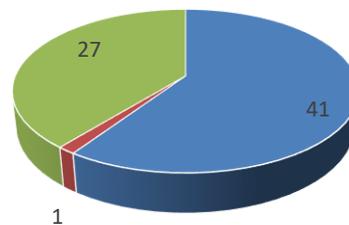
- Yes
- No
- No Response

Allowed Participation from All



- Yes
- No
- No Response

Information was Valuable



- Yes
- No
- No Response